

Claims

What is claimed is:

- [c1] A method of rating a bug, comprising:
reporting the bug to a business entity by an interested party;
entering information regarding the bug into a database;
assigning a priority number for the bug;
calculating a sigma number for the bug using the priority number;
evaluating the bug to be fixed using the sigma number; and
escalating the bug.
- [c2] The method of claim 1, further comprising:
fixing the bug;
relaying information concerning a fixed bug to the interested party; and
obtaining feedback regarding the fixed bug from the interested party.
- [c3] The method of claim 1, further comprising:
assigning the priority number automatically.
- [c4] The method of claim 1, further comprising:
calculating the sigma number automatically.
- [c5] The method of claim 1, further comprising:
performing queries on the database to gather information on the bug.
- [c6] The method of claim 1, further comprising:
reporting progress and results of the bug evaluation.
- [c7] The method of claim 6, wherein the reporting is displayed using a graphical user interface.

- [c8] The method of claim 1, further comprising:
initiating alerts at certain threshold sigma numbers.
- [c9] The method of claim 1, wherein the information regarding the bug is entered using
a graphical user interface.
- [c10] The method of claim 1, wherein evaluating the bug relies upon a cost-benefit
analysis.
- [c11] The method of claim 1, wherein the sigma number dynamically reflects the impact
of the bug on the business entity over time.
- [c12] The method of claim 1, wherein the information entered into the database
comprises data associated with the bug, data associated with a reporting vendor,
and data related to a software application with the bug.
- [c13] The method of claim 1, wherein escalating the bug comprises ranking the bug and
setting an order of significance.
- [c14] A method of rating a bug, comprising:
reporting the bug to a business entity by an interested party;
entering information regarding the bug into a database;
assigning a priority number for the bug;
calculating a sigma number for the bug using the priority number;
evaluating the bug to be fixed using the sigma number;
escalating the bug;
fixing the bug;
relaying information concerning a fixed bug to the interested party;
obtaining feedback regarding the fixed bug from the interested party;
assigning the priority number automatically;
calculating the sigma number automatically;

performing queries on the database to gather information on the bug;
reporting progress and results of the bug evaluation; and
initiating alerts at certain threshold sigma numbers.

- [c15] A bug council rating apparatus, comprising:
a database to store the information entered using a graphical user interface;
a priority number module configured to generate a priority number; and
a sigma number module configured to generate a sigma number.
- [c16] The apparatus of claim 15, further comprising:
a monitoring module to monitor the value of the sigma number for a bug and
initiating alerts at certain threshold sigma numbers; and
a reporting module to produce reports and track the progress of the bug.
- [c17] The apparatus of claim 15, wherein evaluating the bug relies upon a cost-benefit analysis.
- [c18] The apparatus of claim 15, wherein the priority number is based on information stored in the database
- [c19] The apparatus of claim 15, wherein the sigma number is based on the priority number over a period of time.
- [c20] The apparatus of claim 15, wherein the information entered into the database comprises data associated with the bug, data associated with a reporting vendor, and data related to a software application with the bug.
- [c21] A bug council rating apparatus, comprising:
a database to store the information entered using a graphical user interface;
a priority number module generating a priority number based on information stored in the database;

a sigma number module generating a sigma number based on the priority number over a period of time;
a monitoring module to monitor the value of the sigma number for a bug and initiating alerts at certain threshold sigma numbers; and
a reporting module to produce reports and track the progress of the bug.

[c22] A computer system to rate a bug, comprising:

a processor;

a memory;

a computer display; and

software instructions stored in the memory for enabling the computer system under control of the processor, to perform:
reporting the bug to a business entity by an interested party;
entering information regarding the bug into a database using a graphical user interface displayed on the computer display;
assigning a priority number for the bug;
calculating a sigma number for the bug;
evaluating the bug to be fixed using the sigma number; and
escalating the bug.

[c23] The system of claim 22, wherein evaluating the bug relies upon a cost-benefit analysis.

[c24] The system of claim 22, wherein the sigma number dynamically reflects the impact of the bug on the business entity over time.

[c25] The system of claim 22, wherein the information entered into the database comprises data associated with the bug, data associated with a reporting vendor, and data related to a software application with the bug.

- [c26] The system of claim 22, wherein escalating the bug comprises ranking the bug and setting an order of significance.
- [c27] A method for computing a priority number of a bug, comprising:
- determining the bug severity;
 - determining the bug escalation value;
 - evaluating ease of reproducing a failure caused by the bug;
 - determining an amount of revenue contributed by a reporting vendor to a business entity;
 - calculating a list of weights based on the strength of strategic technology;
 - evaluating bug impact on adopting of strategic technology;
 - determining if a contractual arrangement exists between the business entity and the reporting vendor; and
 - determining impact on downstream vendors.
- [c28] The method of claim 27, further comprising:
- ranking the bug using the priority number; and
 - displaying the bugs with the highest priority using a graphical user interface.
- [c29] A method for computing a priority number of a bug, comprising:
- determining the bug severity;
 - determining the bug escalation value;
 - evaluating ease of reproducing a failure caused by the bug;
 - determining an amount of revenue contributed by a reporting vendor to a business entity;
 - calculating a list of weights based on the strength of strategic technology;
 - evaluating bug impact on adopting of strategic technology;
 - determining if a contractual arrangement exists between the business entity and the reporting vendor;
 - determining impact of downstream vendors;

ranking the bug using the priority number; and
displaying the bugs with the highest priority using a graphical user interface.

[c30] An apparatus for rating a bug, comprising:

means for reporting the bug to a business entity by an interested party;
means for entering information regarding the bug into a database;
means for assigning a priority number for the bug;
means for calculating a sigma number for the bug using the priority number;
means for evaluating the bug to be fixed using the sigma number; and
means for escalating the bug.